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01-31-03

**PATENT**  
**IN THE UNITED STATE PATENT AND TRADEMARK OFFICE**

In re application of : Cox  
For : ADAPTIVE FEEDBACK CONTROL IN eSERVICE  
MANAGEMENT  
Serial Number : 10/032966  
Filing Date : October 26, 2001  
Examiner :  
Attorney Docket : 08827.0009

**POWER TO INSPECT AND MAKE COPIES**

Honorable Commissioner of  
Patents and Trademarks  
Washington, DC 20231

Dear Sir:

The undersigned attorney hereby authorizes DIGIPAT, its representatives, Terry Kramer, Jackie Brown, Jon James, Victor Telleria, William Rhodes and Darren Richardson of 2001 Jefferson Davis Highway, Suite 1111, Arlington, Virginia 22202, to inspect and make copies of the file for the above-identified application. Copies of the executed Revocation of Power of Attorney or Authorization of Agent, Power of Attorney or Authorization of Agent, and Statement Under 37 C.F.R. § 3.73(b) for this application are attached.

Respectfully submitted,

  
Teresa M. Arroyo  
Reg. No. 50,015

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Date: January 28, 2003